

Australian Energy Market Operator

Self-reported breach by Alinta Energy

Apparent breach of Retail Market Procedures (WA) 79(4) by Alinta Energy on 06/06/2017

Overview:

On 29th May 2017, a customer emailed Alinta Energy requesting cancellation of a transfer request to Alinta Energy. However, that email was not actioned within the 2 business days required under the Retail Market Procedures. As a result, the customer received a final bill from their retailer.

On 06/06/2017, Alinta Energy was advised by the other retailer that Alinta Energy had failed to withdraw the customer's transfer request in a timely manner.

This appears to be a breach of clause 79(4) of the WA Retail Market Procedures ("Procedures") by Alinta Energy for failing to withdraw the transfer request within 2 business days.

Clause 79(4) of the Procedures reads as follows:

79. Explicit informed consent

.....

(4) If, at any time before the transfer takes effect under clause 103(1)(c) or clause 103(2)(b) (as the case may be), a transferring customer's explicit informed consent ceases to apply (for example because it is withdrawn), then the incoming user must withdraw the transfer request under clause 95 within 2 business days.

.....

Impact:

Failure to withdraw the transfer request in a timely manner has resulted in a customer receiving the final bill from the other retailer.

Resolution:

Alinta Energy requested the other retailer to raise an error correction notice as per clause 32(1)(a) of the Procedures to transfer the customer back to the other retailer. Alinta Energy has apologised to the other retailer.

Alinta Energy has reviewed its operational processes and re-trained relevant staff in the correct transfer withdrawal procedures.

Proposed Further Actions:

There is no further action required.

Invitation for submissions:

Before determining whether any further action is required, AEMO invites written submissions from participants as to:

- the effect that this incident has on their operations, and
- their view with regard to the determination, if any, AEMO should make under clause 329 of the Procedures in respect of the apparent breaches of the Retail Market Procedures.

Submissions are requested by no later than 5:00pm (AEST) **Thursday 13 July 2017**. Submissions should be sent by e-mail to rmo@aemo.com.au.

Alternatively, submissions can be sent by post to AEMO at:

Chin Chan
AEMO
GPO Box 2008
Melbourne
VIC 3001

If you have any questions regarding this matter, please contact Carol Poon on (03) 9609 8509.

Chin Chan
Group Manager – Market Management
Australian Energy Market Operator
Phone: (03) 9609 8345
Email: chin.chan@aemo.com.au